



Gas Service Removal



Getting started guide for your home

If your home construction project requires demolition of an existing property structure, contact Pacific Gas and Electric Company (PG&E) to coordinate the removal of the old gas service. For your safety, it is important that the old service is properly removed and disconnected prior to demolition. We recommend you start early and notify PG&E at least 30 days before you need gas service removed.

If you only need to stop service and remove the meter, call PG&E at [1-800-743-5000](tel:1-800-743-5000). We can complete your request within four days notice.

Follow these steps to get started:

1 Obtain any necessary permits

Before contacting PG&E, you must secure the appropriate permits required by your city or county building and planning department. Be sure to have all approved documentation ready to submit to PG&E, this will help save time as you begin your project.

2 Request gas service removal

Request gas service removal using [Customer Connections Online](https://www.pge.com/CustomerConnections) at www.pge.com/CustomerConnections. You will be assigned a dedicated PG&E customer service representative who becomes the point of contact for you or your contractor. You will be assigned a dedicated PG&E customer service representative who becomes the point of contact for you or your contractor. PG&E recommends you contact a contractor to help you plan your service removal.

3 PG&E will contact you within three days

A PG&E representative will contact you within three days. You or your contractor will be asked to supply details of the project including scope and timeline. Your PG&E representative can answer your questions and inform you of issues you may not have taken into account, such as potential costs or technical standards. If necessary, a field meeting will be scheduled. PG&E uses the information you supply during a phone or on-site meeting to prepare a project design.

Removing gas lines may require excavation to access the service pipe. For more information about digging a trench refer to Getting Started Guide: Trenching at www.pge.com/GettingStarted.

4 Approve contract and mail with payment

If there is any cost associated with the project, PG&E will mail you a contract along with the project design. Mail a signed copy with your payment in the pre-addressed envelope provided to expedite processing and minimize delays.

5 Schedule construction work

Work with your representative to schedule any construction that PG&E must complete.

For more information on how PG&E can help with building and renovation projects for your home visit www.pge.com/building or call **1-877-743-7782**.